User Guide

lively™ flip

Thank you for choosing the Lively™ Flip

The Lively Flip is the easy-to-use flip phone from the makers of Jitterbug® with a large screen, big buttons, simple list-based menu, powerful speaker, voice calling and texting with Amazon Alexa, and a dedicated Urgent Response button for help, 24/7. With the Lively Flip, you'll enjoy exclusive access to the Lively™ Response Team, giving you peace of mind, wherever you go.

For additional resources, including how-to cards and videos, visit **lively.com/FlipLearn**.

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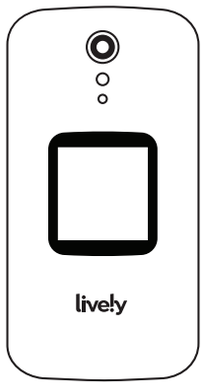
Section 1: Getting Started

Topics

- Key Items in Your Box
- Your Lively Flip
- Charging the Battery
- Turning Your Phone On (1st time)
- Outside Screen Overview
- Inside Screen Overview
- Main Menu
- Status Bar
- Title Bar
- Navigation Buttons

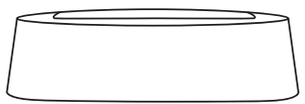
Key Items in Your Box



Lively Flip

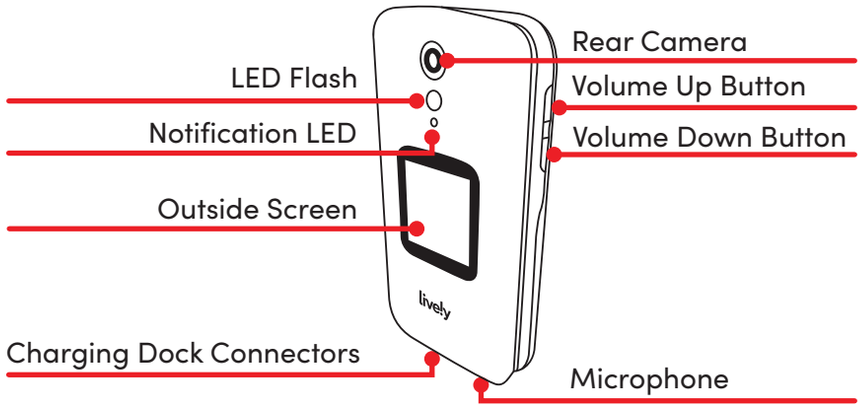
USB-C Cable

Wall Charger

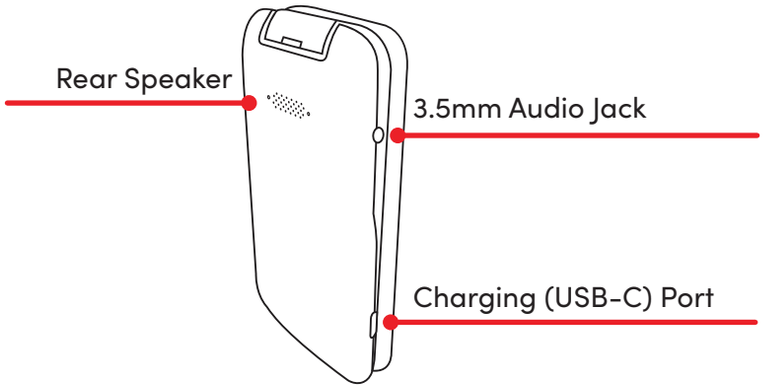


Charging Dock

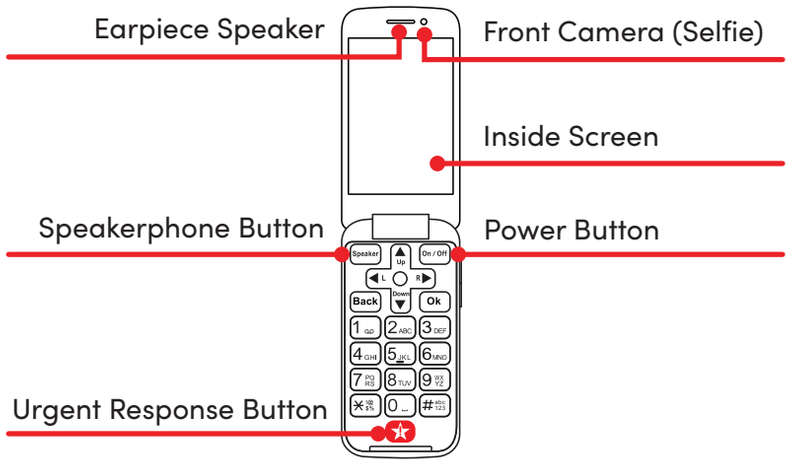
Your Lively Flip



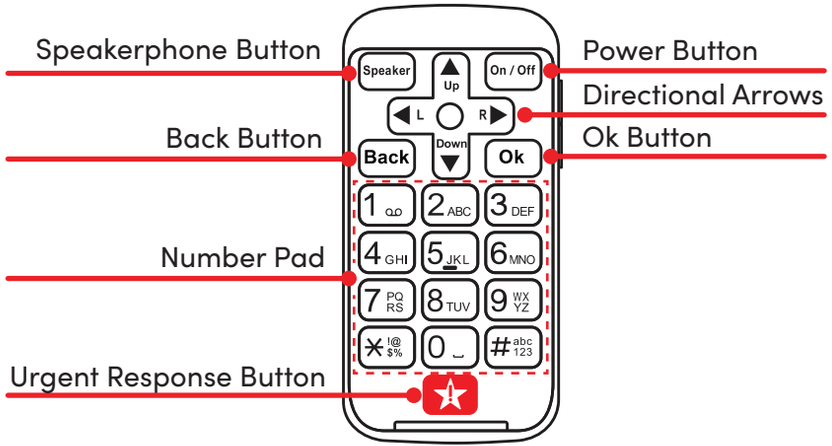
Your Lively Flip (continued)



Your Lively Flip (continued)



Your Lively Flip (continued)

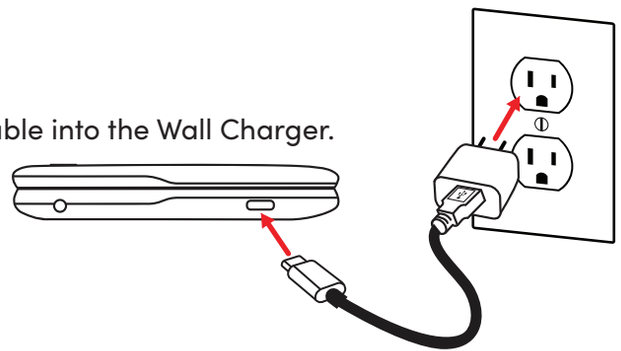


Charging the Battery

The phone's battery may be low when it is removed from its box. Charge the phone before use and whenever the battery is low so that the phone is ready when you need it.

With the USB Cable:

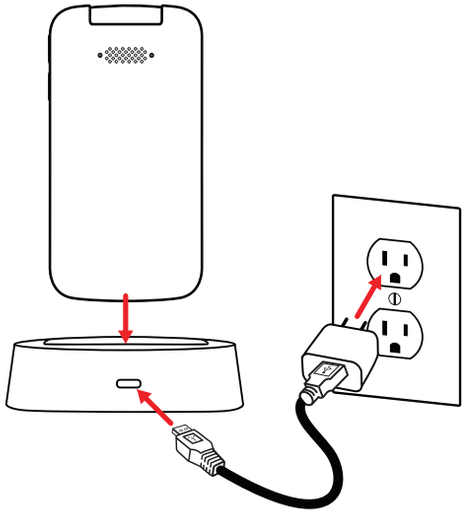
1. Plug the larger end of the USB Cable into the Wall Charger.
2. Plug the Wall Charger into a wall outlet.
3. Plug the smaller end of the USB Cable into the side of the phone.



Charging the Battery (continued)

With the Charging Dock:

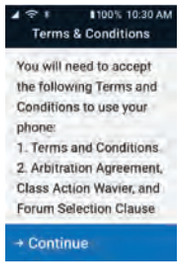
1. Plug the larger end of the USB Cable into the Wall Charger.
2. Plug the Wall Charger into a wall outlet.
3. Plug the smaller end of the USB Cable into the back of the Charging Dock.
4. Place the phone on the Charging Dock.



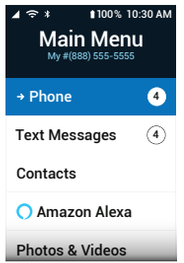
Turning Your Phone On (1st time)

1. Press and hold On/Off on the keypad and wait while the phone sets up.
2. Press Ok to review the Terms & Conditions.
3. Press Down ▼ to read the Terms & Conditions and Ok to accept them. You must review four screens.
4. When you finish, the phone's Main Menu is shown.

STEP 2


100% 10:30 AM
Terms & Conditions
You will need to accept the following Terms and Conditions to use your phone:
1. Terms and Conditions
2. Arbitration Agreement, Class Action Wavier, and Forum Selection Clause
→ Continue

STEP 4



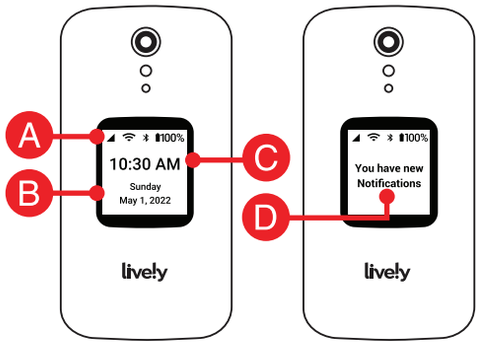
Outside Screen Overview

A. Status Bar – Shows you signal strength, wireless connectivity, Bluetooth and battery information.

B. Date – Shows the date.

C. Current Time – Displays the current time.

D. Alerts – Shows information about incoming and missed calls, voicemails and text messages.



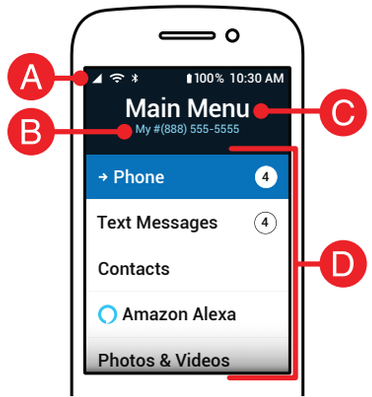
Inside Screen Overview

A. Status Bar – Shows you signal strength, wireless connectivity, Bluetooth and battery information.

B. Phone Number – Shows your phone number.

C. Title Bar – Shows the name of the screen you are viewing.

D. Menu – Shows a list of the phone's options.



Main Menu

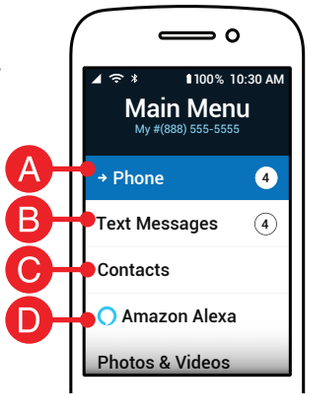
The Main Menu shows a list of all your phone's options. You can select an option to perform a task, including:

A. Phone – Make calls, see call history or check voicemail.

B. Text Messages – Read received messages and send texts.

C. Contacts – View or add a new contact.

D. Amazon Alexa – Set up Alexa to ask questions, get information, and more. (Optional)



Main Menu (continued)

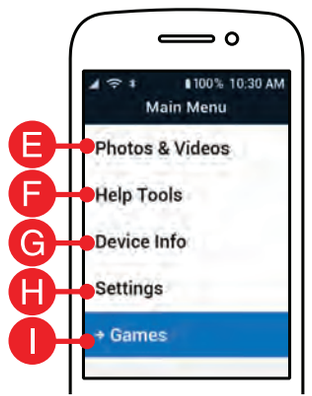
E. Photos & Videos – View or capture photos or videos.

F. Help Tools – Access helpful tools, such as a flashlight, calculator, FM radio and more.

G. Device Info – View phone information, such as remaining battery, storage and signal strength.

H. Settings – Adjust sounds, notifications, colors and more.

I. Games – Play fun games that stimulate your brain.



Status Bar

The Status Bar at the top of your screen shows you signal strength, wireless connectivity, Bluetooth status, battery and current time information.

A. Cellular Signal Strength – Affects your call quality. The more the triangle is filled in, the stronger your signal.

B. Wi-Fi Status – Shows the phone's Internet connection and signal strength.

Status Bar (continued)

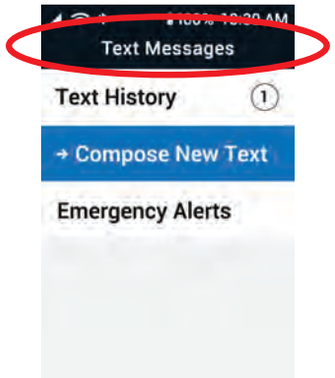
C. Bluetooth Status – Lets you know if you're connected to a Bluetooth device such as a car stereo or wireless headphones. Turn this feature on or off under Settings.

D. Battery Level – Allows you to know how much battery you have left.

E. Current Time – Shows the current time.

Title Bar

The Title Bar at the top of the menu shows the name of the screen you are viewing.



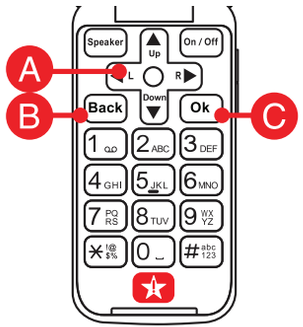
Navigation Buttons

At the top of your keypad you will find the six buttons that are used to navigate your phone.

A. Directional Arrows – Press Up, Down, L or R to navigate through the phone's menus.

B. Back – Takes you one step back from your last action.

C. Ok – Confirms a selection.



Section 2: Learning the Basics

Topics

- Turning the Phone On/Off
- Adding a Contact
- Making a Call
- Sending a Text Message
- Taking a Photo
- Setting Up Your Voicemail Greeting
- Connecting to Wi-Fi
- Calling Urgent Response

Turning the Phone On/Off

1. Press and hold [On/Off]. The phone turns on or off.

Adding a Contact

1. From the Main Menu, press [Up] or [Down] to select **Contacts** and press [Ok].
2. Press [Up] or [Down] to select **Add Contact** and press [Ok].

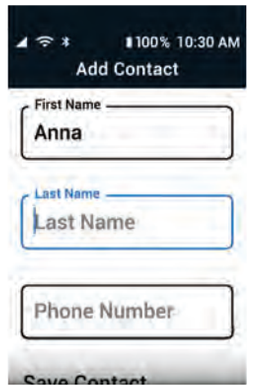
Adding a Contact (continued)

3. Press [Up] or [Down] to select **First Name** and use the keypad to type the name.

See "Typing Text Messages with the Keypad" on page 59 for help typing a message.

4. Press [Up] or [Down] to select **Last Name** and use the keypad to type the name.

STEP 3



Adding a Contact (continued)

5. Press Up or Down to select **Phone Number** and use the keypad to enter the number.
6. Press Up or Down to select **Save Contact** and press Ok .

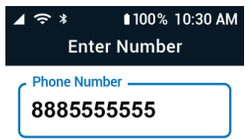
NOTE *After a contact is saved, you can select their name in your phone menu Contacts and press* Ok *to call them.*

Making a Call

Dialing a Phone Number:

1. Open the phone. The Main Menu displays.
2. Dial the 10-digit number on the keypad, and press Ok to call.

STEP 2



Making a Call (continued)

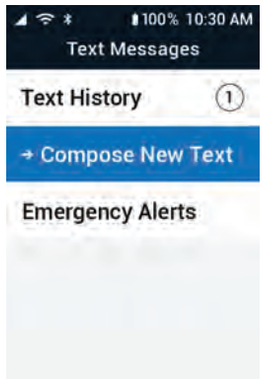
Calling an Existing Contact:

1. From the Main Menu, press Up or Down to select **Contacts** and press Ok.
2. Press Up or Down to select a contact's name from the list and press Ok.
3. Press Up or Down to select the phone number you want to call and press Ok.
4. Press Up or Down to select **Dial Call** and press Ok.

Sending a Text Message

1. From the Main Menu, press Up or Down to select **Text Messages** and press Ok.
2. Press Up or Down to select **Compose New Text** and press Ok.
3. Press Up or Down to select **New Number** or **From Contacts** and press Ok.

STEP 2

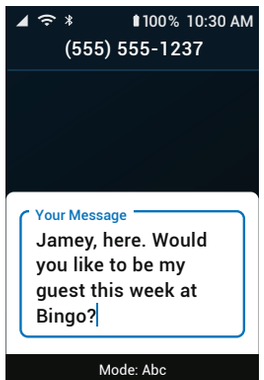


Sending a Text Message (continued)

4. Enter the 10-digit number or press Up or Down to select a contact from the list and press Ok.
5. Type a message and press Ok to send.

See "Typing Text Messages with the Keypad" on page 59 for help typing a message.

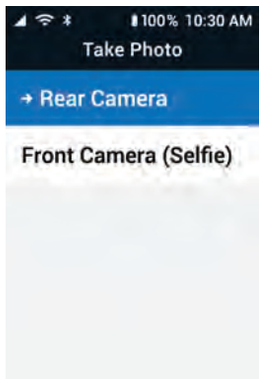
STEP 5



Taking a Photo

1. From the Main Menu, press Up or Down to select **Photos & Videos** and press Ok.
2. Press Up or Down to select **Camera** and press Ok.
3. Press Up or Down to select **Take Photo** and press Ok.
4. Press Up or Down to select **Rear Camera** or **Front (Selfie) Camera** and press Ok.

STEP 4



Taking a Photo (continued)

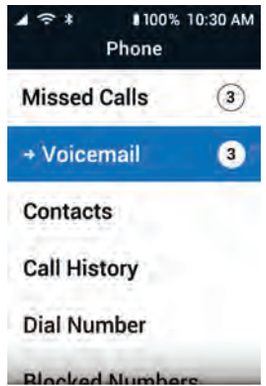
5. Aim the camera and press Ok to take a picture.
6. Press ◀L or R▶ to select **Save** and press Ok to keep the picture.

STEP 6

Setting Up Your Voicemail Greeting

1. From the Main Menu, press Up or Down to select **Phone** and press Ok.
2. Press Up or Down to select **Voicemail** and press Ok. The phone dials your voicemail.
3. Follow the prompts using the keypad to record your greeting.

STEP 2



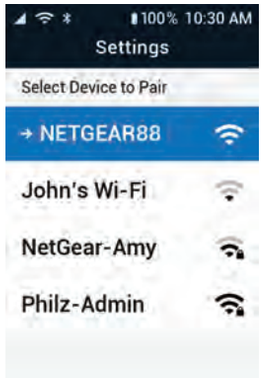
Connecting to Wi-Fi

1. From the Main Menu, press Up or Down to select **Settings** and press Ok.
2. Press Up or Down to select **Bluetooth & Wi-Fi** and press Ok.
3. Press Up or Down to select **Wi-Fi: Off** and press Ok.
4. Press Up or Down to select **Wi-Fi: Off** and press Ok.
5. Press Up or Down to select **On** and press Ok.

Connecting to Wi-Fi (continued)

6. Press Up or Down to select **Available Networks** and press Ok. The phone searches for available Wi-Fi networks and displays a list.
7. Press Up or Down to select the name of the Wi-Fi network you want to connect to and press Ok.

STEP 6



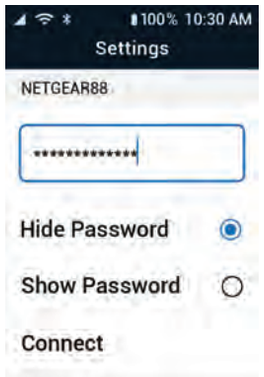
Connecting to Wi-Fi (continued)

8. Use the keypad to type the Wi-Fi password, press Up or Down to select **Connect** and press Ok. The phone connects to Wi-Fi.

See "Typing Text Messages with the Keypad" on page 59 for help typing a message.

TIP *Select Show Password to see what you are typing.*

STEP 8



Calling Urgent Response

Press the Urgent Response button to get help in an unsafe or uncertain situation. (Access to Urgent Response Agents requires purchase of a Lively™ Health & Safety Package).

There is a 6-second delay before you are connected to Urgent Response. This lets you cancel the call if you accidentally pressed the button.

NOTE *If you accidentally call Urgent Response, please stay on the line and advise the Agent that it is not an emergency. Our Agents are notified of attempted calls, take each one seriously, and are trained to call back to confirm your situation.*

Section 3: Phone Calls

Topics

- Phone Overview
- Missed Calls
- Voicemail
- Contacts
- Call History
- Dial Number
- Blocked Numbers
- Answering or Ignoring a Call
- Speakerphone
- Adjusting the Call Volume
- Adjusting the Ringer Volume

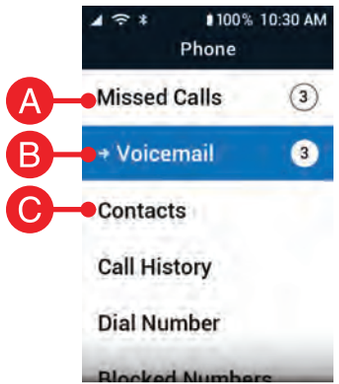
Phone Overview

Selecting Phone from the Main Menu shows you the following options:

A. Missed Calls – See which calls you missed.

B. Voicemail – Listen to voice messages from calls you missed.

C. Contacts – Save phone numbers with a contact name for quicker dialing.

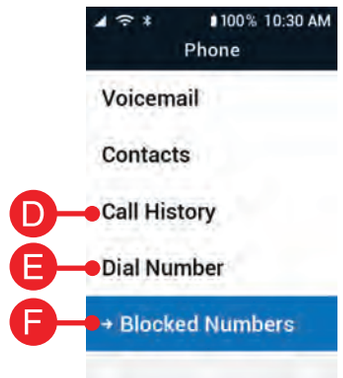


Phone Overview (continued)

D. Call History – See your incoming and outgoing call history.

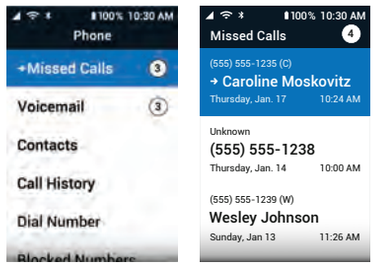
E. Dial Number – Make a call by dialing the number.

F. Blocked Numbers – See which numbers you have blocked from calling you.



Missed Calls

Missed Calls – Incoming calls that ended before you could answer.



Voicemail

Voicemail lets people leave audio recordings that you can listen to later if you miss a call. You will receive a notification on both the outside and inside screens when you have a voicemail. To access your voicemail:

1. From the Main Menu, select **Phone** and press Ok.
2. Select **Voicemail** and press Ok.
3. The phone calls your voicemail. Listen to the prompts and press the buttons on the keypad to access your messages.

When you are finished press Back or close your phone to hang up.

Contacts

Contacts is where you can save the phone numbers of your most frequently called contacts so that you don't have to manually dial their number each time.

To add a new contact:

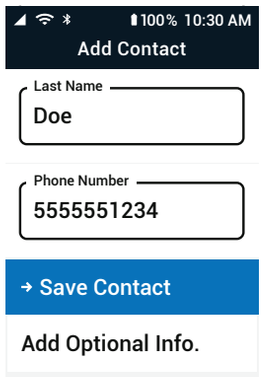
1. From the Main Menu, select **Contacts** and press Ok.
2. Select **Add New Contact** and press Ok.
3. Select **First Name** and use the keypad to type the name.
4. Select **Last Name** and use the keypad to type the name.

Contacts (continued)

5. Select **Phone Number** and use the keypad to enter the number.
6. Select **Save Contact** and press Ok.

NOTE *After a contact is saved, you can select their name in the contacts list and press Ok to call them.*

STEP 6

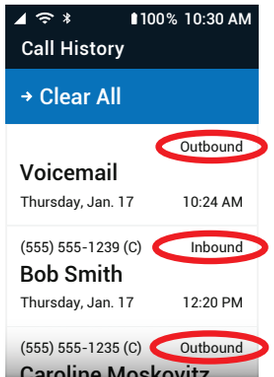


Call History

From Call History you can view your inbound, outbound and missed call history. Select any record for more options like calling back and viewing caller details.

There are two call history records:

- **Inbound** – Incoming calls that were answered.
- **Outbound** – All outgoing calls that you made.

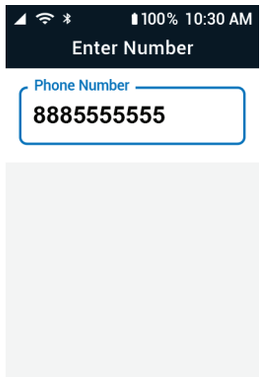


Dial Number

Dialing a Phone Number:

1. Open the phone. The Main Menu is shown.
2. Enter the 10-digit phone number and press Ok to dial.

STEP 2



Dial Number (continued)

Calling an Existing Contact:

1. From the Main Menu, select **Contacts** and press Ok.
2. Select a contact's name from the list and press Ok.
3. Select the phone number you want to call and press Ok.
4. Select **Dial Call** and press Ok.

Blocked Numbers

Blocked Numbers shows phone numbers that you have blocked from calling you. When you block a number, the phone will not ring, and calls will go directly to voicemail.

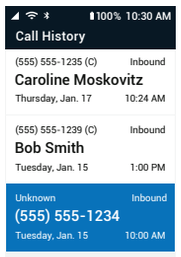
To block a number:

1. From the Main Menu, select **Phone** and press Ok.
2. Select **Call History** or **Missed Calls** and press Ok.

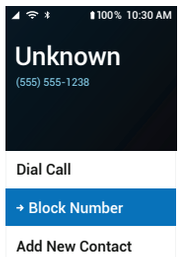
Blocked Numbers (continued):

3. Choose the number you want to block and press Ok.
4. Select **Block Number** and press Ok. The number is blocked.

STEP 3



STEP 4

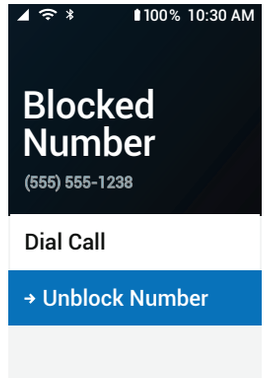


Blocked Numbers (continued)

To unblock a number:

1. From the Main Menu, select **Phone** and press Ok.
2. Select **Blocked Numbers** and press Ok.
3. Select the number you want to unblock and press Ok.
4. Select **Unblock Number** and press Ok. The number is unblocked.

STEP 4



Answering or Ignoring a Call

Your phone will ring to notify you when someone is calling. The outside screen shows information available about the caller. Open the phone and you will have the option to answer or reject the call. Rejecting a call will send the caller to your voicemail.

To answer or dismiss the call:

- Open your phone and select **Answer** to speak with the caller or **Ignore** to reject the call. Press Ok.

Speakerphone

While you are in a call, you can listen to the caller through either the earpiece speaker or the speakerphone.

The earpiece allows you to have a private conversation if you are in a public setting, while the speakerphone allows you to free your hands or allow other people surrounding you to participate in the conversation.

To switch between the earpiece speaker and speakerphone while on an active call:

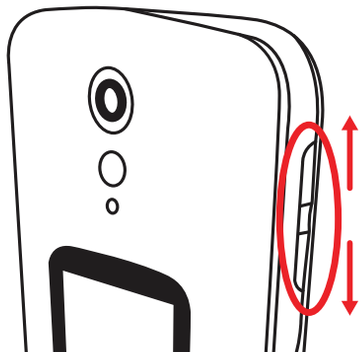
- Press the Speaker button.

Adjusting the Call Volume

To adjust the call volume while on an active call:

- Press the upper end of the Volume Button to increase the call volume.
- Press the lower end of the Volume Button to decrease the call volume.

NOTE *As you adjust the call volume, a menu appears to show the current volume level (Maximum, High, Medium or Low).*



Adjusting the Ringer Volume

To adjust the ringer volume while viewing the Home Screen:

- Press the upper end of the Volume Button to increase the ringer volume.
- Press the lower end of the Volume Button to decrease the ringer volume.

NOTE *As you adjust the ringer volume, a menu appears to show the current volume level (Maximum, High, Medium, Low or Silent).*

See "Volumes & Sounds" on page 117 for instructions to lock Exterior Volume Buttons.

Section 4: Text Messages

Topics

- Text Messages Overview
- Reading and Replying to Text Messages
- Sending New Text Messages
- Checking Emergency Alerts
- Typing Text Messages with the Keypad
- Sending Photo Messages
- Deleting Text Messages

Text Messages Overview

Text Messages are a quick way to send short messages.

Select Text Messages from the Main Menu for the following options:

A. Text History – A list of text message conversations you have had and can reply to.

B. Compose New Text – Create a new text message.

C. Emergency Alerts – Shows any active emergency alerts in your area.

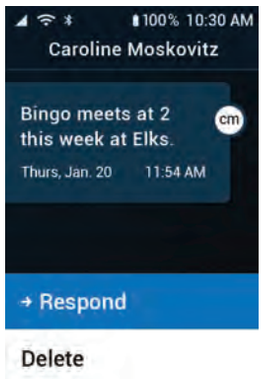
Reading and Replying to Text Messages

1. From the Main Menu, select **Text Messages** and press Ok.
2. Select **Text History** and press Ok.
3. Select a contact or phone number and press Ok. Your conversation with that person opens.

Reading and Replying to Text Messages (continued)

4. Select **Respond** to reply to the message and press Ok.
5. Use the keypad to type a message and press Ok to send.

STEP 4



Sending New Text Messages

1. From the Main Menu, select **Text Messages** and press Ok.
2. Select **Compose New Text** and press Ok.
3. Choose either **From Contacts** or **New Number** and press Ok.
4. Select the recipient from Contacts or enter the phone number.
5. Use the keypad to type a message and press Ok to send.

Checking Emergency Alerts

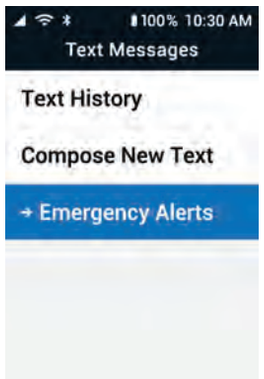
Emergency Alerts show active emergency alerts in your area. You will get a notification when the phone receives an emergency alert.

To check emergency alert messages:

1. From the Main Menu, select **Text Messages** and press Ok.

Select **Emergency Alerts** and press Ok.

STEP 2



Typing Text Messages with the Keypad

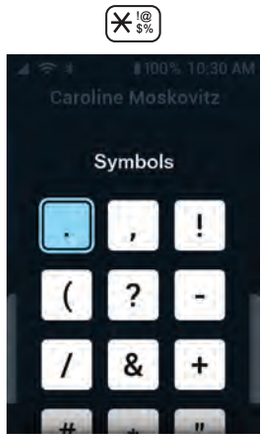
You can use the numeric keypad to enter numbers, letters and symbols to compose your text message.

Use these buttons to type a message on the phone's numeric keypad:

- **2–9** – Types numbers and letters.
- Up, Down, L and R arrows – Move over the typed letters.
- Back – Delete a character.
- 0 _ – Add a space.

Typing Text Messages with the Keypad (continued)

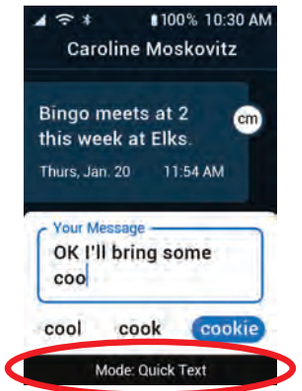
- 1 – Add a period.
- * – Displays a list of punctuation that you can select.
- # – Press repeatedly to cycle through the text entry modes (Quick Text, abc, Abc, ABC and 123).



Typing Text Messages with the Keypad (continued)

While typing a message, press # to choose one of these text entry modes:

- **Quick Text** (Predictive) – The phone predicts what word you are typing. Press the button with the letter you need once. When you're done typing a word, select the word you want with the ◀ and ▶ arrows.



Typing Text Messages with the Keypad (continued)

- abc (All Lowercase) – Press a button repeatedly to cycle through the letters. All letters are lowercase.
- Abc (Initial Capitalized) – Press a button repeatedly to cycle through the letters. The first letter is capitalized, and then the mode changes to “abc.”
- ABC (All Capitalized) – Press a button repeatedly to cycle through the letters. All letters are uppercase.
- 123 (Numeric) – Types numeric characters only.

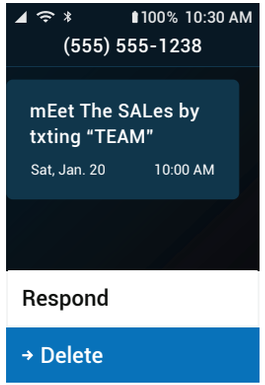
Sending Photo Messages

1. From the Main Menu, select **Photos & Videos** and press Ok.
2. Select **Photo/Video Gallery** and press Ok.
3. Select a photo and press Ok.
4. Select **Photo Options** and press Ok.
5. Select **Share Photo** and press Ok.
6. Choose either **From Contacts** or **New Number**.
7. Select the recipient or enter the phone number.
8. Type a message and press Ok to send.

Deleting Text Messages

1. From the Main Menu, select **Text Messages** and press Ok.
2. Select **Text History** and press Ok.
3. Select a contact or phone number and press Ok. Your conversation with that person opens.
4. Select **Delete** and press Ok.
5. The phone confirms that you want to delete the message. Select **Delete** again and press Ok. The phone deletes the most recent text message.

STEP 4



Section 5: Photos & Videos

Topics

- Photos & Videos Overview
- Taking a Photo
- Recording a Video
- Viewing Your Photos and Videos
- Deleting Your Photos and Videos
- Sharing Your Photos

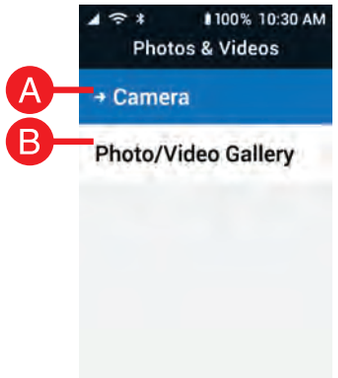
Photos & Videos Overview

The Camera allows you to take pictures and videos of precious moments and share with friends and family.

Select **Photos and Videos** from the Main Menu for the following options:

A. Camera – Take photos and videos.

B. Photo/Video Gallery – View photos and videos you have captured or received.



Taking a Photo

1. From the Main Menu, select **Photos & Videos** and press Ok.
2. Select **Camera** and press Ok.
3. Select **Take Photo** and press Ok.
4. Select **Rear Camera** or **Front Camera (Selfie)** and press Ok.
5. Aim the phone toward the subject and press Ok to take a photo.
6. The photo you took is shown. Select **Save** or **Discard** and press Ok.

NOTE *Press Up to zoom in and Down to zoom out.*

Recording a Video

1. From the Main Menu, select **Photos & Videos** and press Ok.
2. Select **Camera** and press Ok.
3. Select **Record Video** and press Ok.
4. Select **Rear Camera** or **Front Camera (Selfie)** and press Ok.

Recording a Video (continued)

5. Aim the phone toward the subject and press Ok to start recording.
6. When you are finished, press Ok to stop recording.
7. The video you took is shown. Select **Save** or **Discard** and press Ok.

NOTE *Press Up to zoom in and Down to zoom out.*

STEP 5

STEP 6

Viewing Your Photos and Videos

After you have captured a photo or video, you can view it by accessing the Photo/Video Gallery.

1. From the Main Menu, select **Photos & Videos** and press Ok.
2. Select **Photo/Video Gallery** and press Ok.
3. Use the Up, Down, L and R arrows to navigate through the photos.
4. Select a photo or video and press Ok to view it.

Deleting Your Photos and Videos

While viewing your Photo/Video Gallery, you can delete any photos that you no longer need.

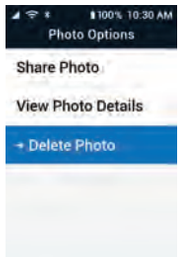
1. From the Main Menu, select **Photos & Videos** and press Ok.
2. Select **Photo/Video Gallery** and press Ok.
3. Use the Up, Down, L and R arrows to navigate through the photos.
4. Select a photo or video and press Ok to view it.

Deleting Your Photos and Videos (continued)

5. Press Ok to open **Photo Options**.
6. Select **Delete Photo** or **Delete Video** and press Ok.
7. Select **Delete Photo** or **Delete Video** again and press Ok.

STEP 5

STEP 6



Sharing Your Photos and Videos

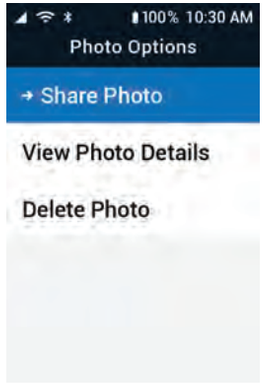
Text the photos you take to other people.

1. From the Main Menu, select **Photos & Videos** and press Ok.
2. Select **Photo/Video Gallery** and press Ok.
3. Select a photo or video and press Ok.
4. Select **Photo Options** or **Video Options** and press Ok.

Sharing Your Photos and Videos (continued)

5. Select **Share Photo** or **Share Video** and press Ok.
6. Choose either **From Contacts** or **New Number**.
7. Select the recipient or enter the phone number.
8. Type a message and press Ok to send.

STEP 5



Section 6: Amazon Alexa

Topics

- Setting up Alexa
- Setting up the Lively skill
- Using Alexa
- Disabling Alexa

For additional resources, including how-to cards and videos, visit **lively.com/FlipLearn**.

Setting up Alexa

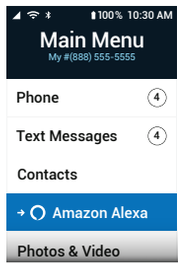
Amazon Alexa gives you a way to easily navigate your phone with voice controls. Alexa is optional but can provide a better experience when using the phone.

1. From the Main Menu, select **Amazon Alexa** and press Ok.
2. Select **Set Up Alexa** and press Ok.

NOTE

Connection of your Amazon account to Alexa on your Lively Flip allows for personalized answers to questions like "Alexa, what is the weather forecast?" or "Alexa, what is the current time?" based on the location registered in your Amazon account.

STEP 1



STEP 2

100% 10:30 AM
Welcome to Alexa
Amazon processes Alexa interactions in the cloud. by selecting the "Set Up Alexa" link below, you accept all Terms & Conditions.
Read Terms/Privacy
Set Up Alexa

Setting up Alexa (continued)

3. Select **Sign In To Amazon** and press Ok.

   OR

   Select **Skip Sign-In** and press Ok. Skip to step 8 on page 79.

   (Create an Amazon account if you do not already have one.)

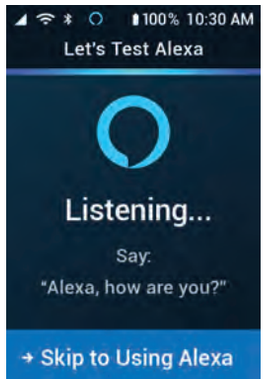
4. On a computer or tablet, go to **amazon.com/us/code**, log in to your Amazon account, and on the Register Your Device page enter the code that displays on your Lively Flip phone screen.

STEP 4

Setting up Alexa (continued)

5. Wait while Amazon Alexa connects with your Amazon account. The **Connecting to Account** screen will display on your Lively Flip.
6. Press Ok on the Success screen to select **Next**.
7. To test Alexa, your Lively Flip will prompt you to say "Alexa, how are you?" out loud. Alexa will respond to your question.
8. After testing Alexa, select **Skip to Using Alexa** and press Ok
9. Press Ok to select **Next: Using Alexa**.

STEP 7



Setting up Alexa (continued)

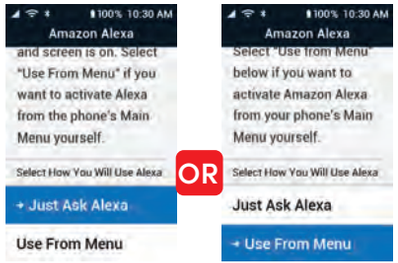
10. Choose how you want to use Alexa and press Ok:

- The "Just Ask Alexa" setting allows you to ask Alexa questions after simply flipping open the phone.

  OR

  The "Use From Menu" setting adds additional steps of pressing the Down arrow to highlight "Amazon Alexa" on the Main Menu and pressing Ok before you can ask Alexa questions.

STEP 9



11. The setup success screen displays. Press Ok to close.

Setting up Lively Skill

The Lively skill allows you to use your voice to:

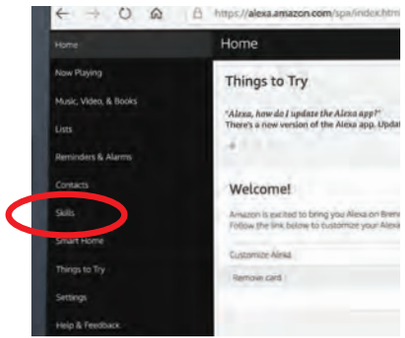
- Make calls to contacts stored in your Lively Flip
- Help write and send text messages to contacts stored in your Lively Flip
- Check your Lively Flip battery level
- Get your Lively Flip phone number
- Find out how many minutes remain on your monthly plan
- Find out how many texts you have left on your monthly plan

Before you start, make sure you have set up Alexa and connected to your Amazon account.

Setting up Lively Skill (continued)

1. Use a computer or tablet to go to **alexa.amazon.com** and sign into your Amazon account. The Alexa home page opens.
2. Click Skills on the list to the left, then type "Lively" in the search bar and press **Enter**.

STEP 2

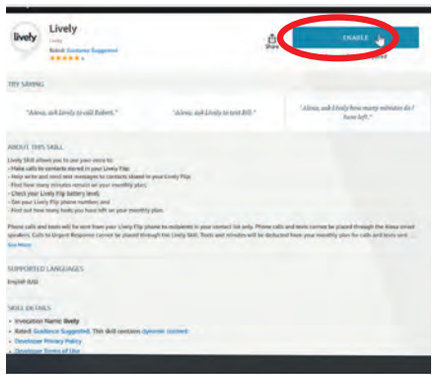


Setting up Lively Skill (continued)

3. Select Lively from the skill list and click **ENABLE** in the upper right corner.
4. The Lively account sign-in page opens. If you have already created a Lively account, sign in using your Lively account credentials. If you have not registered, click "Create an Account" and complete account registration.

NOTE *If you don't know your passphrase, call customer service at 1.800.733.6632.*

STEP 3



Setting up Lively Skill (continued)

5. The Name your devices page displays. Create a personal nickname to enter in the box under the phone number of your Lively Flip. Click **Submit**.
6. The page displays confirming Lively skill has been successfully linked.

NOTE *Alexa uses this nickname to identify the device. For example, with a nickname, Alexa can say "Jane's phone has 30 minutes remaining for this month" instead of "888.555.5555 has 30 minutes remaining for this month."*

Setting up Lively Skill (continued)

- To confirm the Lively skill works correctly, make sure your phone is flipped open and say "Alexa, open Lively."
- Lively skill: "Welcome to Lively! I don't recognize the device you're using. It's either new, or something has changed on it. When you created your account, you provided a name for each phone. This allows it to place calls or send a text. Is this a phone you want to set up to place calls or send texts?"
- You say "Yes."
- Lively skill: "Is this the phone for: <nickname you provided for your Lively Flip>"
- You say "Yes."

- Lively skill: "Alright! This phone is now assigned to <nickname>. Do you want to learn what you can do with Alexa on your phone?"
- You say "Yes."

Using Alexa

Use Alexa to help navigate the phone or find answers to questions.

Ask Alexa a Question:

1. Open the phone.

   OR

   From the Main Menu, select **Amazon Alexa** and press Ok.

NOTE *If you're in a low signal area, connect to a Wi-Fi network for the best experience.*

Using Alexa • Ask Alexa a Question (continued):

2. To get started, simply ask a question. Start by saying the word “Alexa” for general questions.
   - “Alexa, what is the weather in Seattle?”
   - “Alexa, what time is it in Denver?"
   - “Alexa, set a timer for 1 minute.”
3. Alexa answers your question and returns you to the Main Menu.

NOTE *If you ask something that Alexa cannot do, Alexa will tell you that it is not supported.*

Using Alexa (continued)

Ask the Lively Skill:

The Lively skill helps you navigate and interact with your phone through Alexa.

Before using Alexa for Lively interactions, make sure you have completed Alexa and Lively skill setup. Note: If you're in a low signal area, connect to a Wi-Fi network for the best experience.

1. Open the phone.

   OR

   From the Main Menu, select **Ask Alexa** and press Ok.

Using Alexa • Ask the Lively Skill (continued):

2. To get started, just say "Alexa, ask Lively..."

You can ask the Lively skill for help with things like:

- "Alexa, ask Lively to call Dr. Smith."
- "Alexa, ask Lively to text Bill."
- "Alexa, ask Lively how many minutes I have left."

3. Alexa answers your question and returns you to the Main Menu.

NOTE

Contacts must be entered into your phone to call or text with Alexa. When you access the Lively skill to place calls or write texts, Alexa will repeat the contact name back to you to confirm the correct contact is selected, then will place the call or ask you to speak your short text message. You can review and edit the text before you send the text.

Disabling Alexa

If you want to stop using Alexa on your Lively Flip, follow these four steps to disable Alexa.

1. From the Main Menu, select **Settings** and press Ok.
2. Select **Amazon Alexa** and press Ok.
3. Select **Sign Out of Amazon** or **Disable Alexa** and press Ok.
4. Select **Sign Out of Amazon** or **Disable Alexa** and press Ok again to confirm.

NOTE *To use Alexa again, you must complete Amazon Alexa setup again.*

Section 7: Helpful Tools

Topics

- Flashlight
- Magnifier
- Clock
- Calculator
- FM Radio
- Mobile Support

Flashlight

The built-in flashlight helps you see in low light.

1. From the Main Menu, select **Help Tools** and press Ok.
2. Select **Flashlight** and press Ok.
3. Select **On** and press Ok.
4. To turn off the flashlight, close the phone.

NOTE *The flashlight automatically turns off after 15 minutes to save battery.*

Magnifier

The magnifier tool uses the phone's camera to help you see small text or objects.

1. From the Main Menu, select **Help Tools** and press Ok.
2. Select **Magnifier** and press Ok.
3. Aim the camera and press Up to zoom in and Down to zoom out.
4. Press Ok to Freeze or Unfreeze the image.

STEP 3

STEP 4

Clock

Set alarms and timers, or use the stopwatch to help keep track of time.

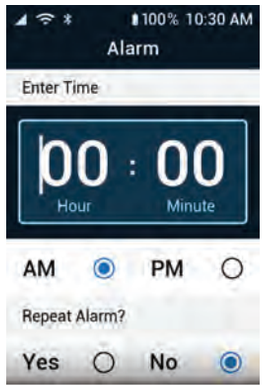
Set the alarm clock:

1. From the Main Menu, select **Help Tools** and press Ok.
2. Select **Clock** and press Ok.
3. Select **Alarm** and press Ok.
4. Select **Set New Alarm** and press Ok.

Clock • Set the alarm clock (continued):

5. Enter the time you want the alarm to go off, using 3–4 digits. For example, enter “700” for 7:00 or “1100” for 11:00.
6. Select **AM** or **PM** and press Ok.
7. If you want the alarm to repeat, select **Yes** under *Repeat Alarm?* and press Ok. Select when you want the alarm to repeat and press Ok.

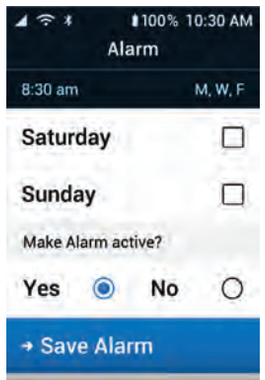
STEP 5



Clock • Set the alarm clock (continued):

8. To turn on the alarm, select **Yes** under *Make alarm active?* and press Ok.
9. Select **Save Alarm** and press Ok.
10. When the alarm rings, press Ok to turn the alarm off.

STEP 9



Clock (continued)

Deleting an Alarm:

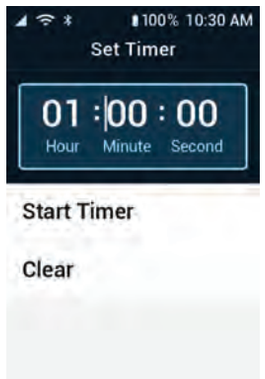
1. From the Main Menu, select **Help Tools** and press Ok.
2. Select **Clock** and press Ok.
3. Select the alarm you want to delete and press Ok.
4. Select **Delete Alarm** and press Ok.
5. Select **Delete Alarm** again and press Ok.

Clock • Deleting an Alarm (continued):

Set the timer:

1. From the Main Menu, select **Help Tools** and press Ok.
2. Select **Clock** and press Ok.
3. Select **Timer** and press Ok.
4. Enter the time you want to count down, using 2 digits in the hour, minute and second fields. For example, enter “01” for 1.

STEP 4



Clock • Set the timer (continued):

5. Select **Start Timer** and press Ok.
6. When the time is up, the alarm rings. Press Ok to turn the alarm off.

Clock (continued)

Use the stopwatch:

1. From the Main Menu, select **Help Tools** and press Ok.
2. Select **Clock** and press Ok.
3. Select **Stopwatch** and press Ok.

Clock • Use the stopwatch (continued):

4. Select **Start** and press Ok. The stopwatch starts.
   - To pause, select **Stop** and press Ok. Select **Resume** and press Ok to start the stopwatch again.
   - To track laps, select **Lap** and press Ok. The lap times are shown at the bottom of the screen.
   - To reset the time, select **Reset** and press Ok.

Calculator

The calculator helps you add, multiply, subtract and divide.

1. From the Main Menu, select **Help Tools** and press Ok.
2. Select **Calculator** and press Ok.
3. Type the first number.

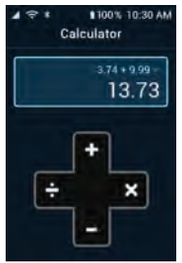
Calculator (continued)

4. Use the arrows to add an addition (Up), subtraction (Down), division (L) or multiplication (R) sign.
5. Type the second number.
6. Press Ok to calculate the total.

NOTE *Press * !@ $% *to enter a decimal. Press* Back *to delete a character.*

STEP 4

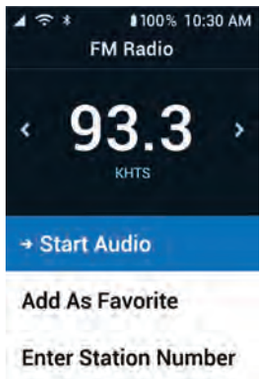
STEP 6



FM Radio

1. Connect headphones to the 3.5mm audio jack on the side of the phone.
2. From the Main Menu, select **Help Tools** and press Ok.
3. Select **FM Radio** and press Ok.
4. To navigate through or save channels:
   - To find available stations, press ◀L or R▶

STEP 4



FM Radio (continued)

- To save a station as a favorite, select **Add as Favorite** and press Ok.
- To type in a station number with the keypad, select **Enter Station Numbers** and press Ok. Do not enter the decimal. For example, enter "933" to tune to 93.3.
- To choose a station you saved, select **Favorite Stations** and press Ok.
- Use the phone's volume buttons to raise or lower the volume.

NOTE *While the radio is playing, Now Playing on Radio appears on the Main Menu for quick access to the radio settings.*

Mobile Support

Mobile Support lets the Lively team help you remotely with problems on the phone.

- If you have questions, call us toll-free at: **1.800.733.6632**

Section 8: Changing Settings

Topics

- Urgent Response Service
- Volumes & Sounds
- Notifications
- Contacts Sort
- Text Mode
- Connecting to Wi-Fi
- Connecting with Bluetooth
- Accessibility
- Tips
- Emergency Alerts
- Color Options

Urgent Response Service

The Urgent Response button on your Lively Flip gives you access to our exclusive Lively™ Urgent Response Service. This service provides easy-to-use and reliable access to IAED-certified Lively Response Agents who will confirm your location, evaluate your situation, and get you the help you need. Available with all Lively™ Health & Safety Packages.

To enable or disable the Urgent Response button:

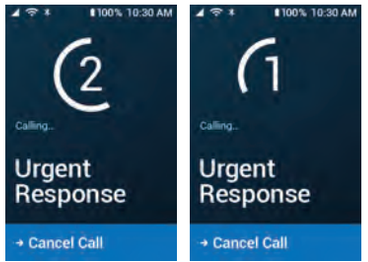
1. From the Main Menu, select **Settings** and press Ok.
2. Select **Urgent Response** and press Ok.
3. Select **Enable** or **Disable** and press Ok.

Urgent Response Service (continued)

To place an Urgent Response call:

- Press the button to call Urgent Response in an uncertain or unsafe situation.

  The phone counts down aloud and on-screen before the call is placed. If you need to cancel the call, press Ok.



Urgent Response Service • To place an Urgent Response call (continued):

- If the ★ button is disabled, dial 5 JKL + * !@ $% (5*) and press Ok for an Urgent Response Agent.

NOTE *If you accidentally call Urgent Response, please stay on the line and advise the Agent that it is not an emergency. Our Agents are notified of attempted calls, take each one seriously, and are trained to call back to confirm your situation.*

- Dial 9-1-1 in case of emergency.

Volumes & Sounds

Adjust the volume and sounds that the phone makes.

Changing the Ring Tone:

1. From the Main Menu, select **Settings** and press Ok.
2. Select **Volumes & Sounds** and press Ok.
3. Select **Sounds** and press Ok.
4. Select **Ring Tone** and press Ok.
5. Select a ring tone from the list and press Ok.

Volumes & Sounds (continued)

Adjusting the Ring Tone Volume Level:

1. Open the phone. The Main Menu is shown.
2. Press the volume buttons on the side of the phone. The Ring Tone Volume screen shows the current volume level.

STEP 2

Volumes & Sounds (continued)

Turning Keypad Sounds On or Off:

When keypad sounds are turned on, the phone makes a sound when you press a button.

1. From the Main Menu, select **Settings** and press Ok.
2. Select **Volumes & Sounds** and press Ok.
3. Select **Sounds** and press Ok.
4. Select **Key Tone** and press Ok.
5. Select **On** or **Off** and press Ok.

Volumes & Sounds (continued)

Adjusting the Call Volume Level:

You can raise or lower the speakerphone, earpiece or headphone volume level while on a call. To adjust the volume:

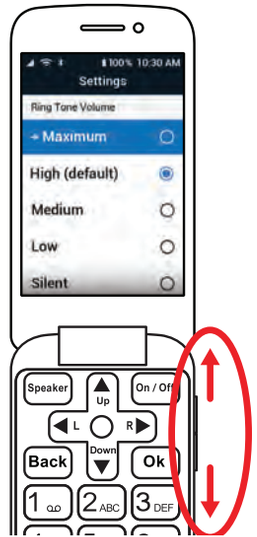
- Press the volume buttons on the side of the phone. A screen shows the current volume level.

Volumes & Sounds (continued)

Adjusting the Headphone Volume Level:

You can adjust the headphone volume while listening to the radio, a call or other audio. To adjust the headphone volume:

- Press the volume buttons on the side of the phone. A screen shows the current volume level.



Volumes & Sounds (continued)

Adjusting the Alarm Volume Level:

1. From the Main Menu, select **Settings** and press Ok.
2. Select **Volumes & Sounds** and press Ok.
3. Select **Volumes** and press Ok.
4. Select **Alarm** and press Ok.
5. Select a volume level (**Low, Medium, High** or **Maximum**) and press Ok.

Volumes & Sounds (continued)

Locking the Exterior Volume Buttons:

You can turn off (or lock) the volume buttons on the side of the phone if you keep accidentally pressing them.

1. From the Main Menu, select **Settings** and press Ok.
2. Select **Volumes & Sounds** and press Ok.
3. Select **Volumes** and press Ok.
4. Select **Lock Buttons** and press Ok.
5. Select **Yes** to lock the volume buttons or **No** to unlock them and press Ok.

Volumes & Sounds (continued)

Adjusting Volume Levels with Locked Volume Buttons:

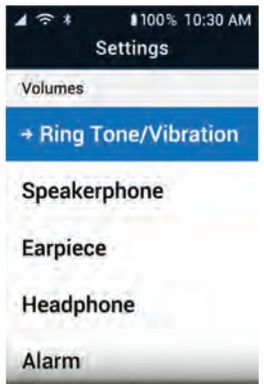
If the exterior volume buttons are turned off, you can adjust the volume in the Settings menu:

1. From the Main Menu, select **Settings** and press Ok.
2. Select **Volumes & Sounds** and press Ok.
3. Select **Volumes** and press Ok.

Volumes & Sounds • Adjusting Volume Levels with Locked Volume Buttons (continued):

4. Select what you want to change the volume of and press Ok. You can change the volume of:
   - **Ring Tone/Vibration**
   - **Speakerphone**
   - **Earpiece**
   - **Headphone**
   - **Alarm**
5. Select a volume level and press Ok.

STEP 4



Notifications

Choose whether to be notified when you receive text messages or voicemails.

Turning Text Message Notifications On or Off:

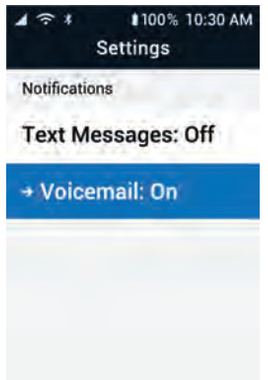
1. From the Main Menu, select **Settings** and press Ok.
2. Select **Notifications** and press Ok.
3. Select **Text Messages** and press Ok.
4. Select **On** or **Off** and press Ok.

Notifications (continued)

Turning Voicemail Notifications On or Off:

1. From the Main Menu, select **Settings** and press Ok.
2. Select **Notifications** and press Ok.
3. Select **Voicemail** and press Ok.
4. Select **On** or **Off** and press Ok.

STEP 3

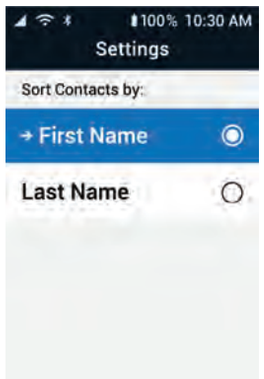


Contacts Sort

Select how your contacts are sorted in the Contacts list.

1. From the Main Menu, select **Settings** and press Ok.
2. Select **Contacts Sort** and press Ok.
3. Select by **First Name** or by **Last Name** and press Ok.

STEP 3



Text Mode

You can choose the default text entry mode that the phone uses.

1. From the Main Menu, select **Settings** and press Ok.
2. Select **Text Mode** and press Ok.
3. Choose the text entry mode you want to use and press Ok. You can select:
   - **Quick Text** (Predictive) – The phone predicts what word you are typing. Press the button with the letter you need once. When you're done typing a word, select the word you want with the L and R arrows.

Text Mode (continued)

- **abc** (All Lowercase) – Press a button repeatedly to cycle through the letters. All letters are lowercase.
- **Abc** (Initial Cap.) – Press a button repeatedly to cycle through the letters. The first letter is capitalized, and then the mode changes to "abc."

Text Mode (continued)

- **ABC** (All Capitalized) – Press a button repeatedly to cycle through the letters. All letters are uppercase.
- **123** (Numeric) – Types numeric characters only.

NOTE *While typing text, you can temporarily change the text entry mode by pressing # abc 123.*

Connecting to Wi-Fi

Make wireless connections with your phone.

1. From the Main Menu, select **Settings** and press Ok.
2. Select **Bluetooth & Wi-Fi** and press Ok.
3. Select **Wi-Fi** and press Ok.
4. Select **Wi-Fi** and press Ok.
5. Select **Available Networks** and press Ok. The phone searches for available Wi-Fi networks and displays a list.

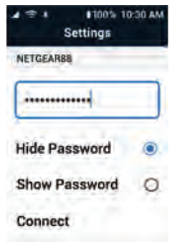
Connecting to Wi-Fi (continued)

6. Select the name of the Wi-Fi network you want to connect to and press Ok.
7. Enter the Wi-Fi password, select **Connect** and press Ok. The phone connects to Wi-Fi.

NOTE *Select **Show Password** to see what you are typing.*

STEP 6

STEP 7



Connecting with Bluetooth

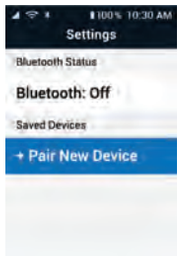
Bluetooth allows you to connect wirelessly to devices such as car stereos, portable speakers and wireless headphones. To connect to a Bluetooth device:

1. Turn on the Bluetooth device you want to connect to and put it in Bluetooth pairing mode. See the instructions that came with the device for more information.
2. From the Main Menu, select **Settings** and press Ok.
3. Select **Bluetooth & Wi-Fi** and press Ok.

Connecting with Bluetooth (continued)

4. Select **Bluetooth** and press Ok.
5. Select **Pair New Device** and press Ok. The phone searches for nearby devices and lists them.
6. Select the Bluetooth device you want to connect to and press Ok. The phone pairs to the Bluetooth device.

STEP 5



STEP 6

Accessibility

The Accessibility settings let you customize settings to make it easier to use the phone.

Changing the Text Size:

You can increase the Text Size the phone uses to make it easier to read.

1. From the Main Menu, select **Settings** and press Ok.
2. Select **Accessibility** and press Ok.
3. Select **Text Size** and press Ok.
4. Select **Regular (default)** or **Extra Large** and press Ok.

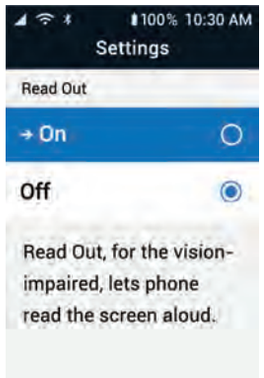
Accessibility (continued)

Turning Read Out On or Off:

Turning on Read Out sets the phone to read screen content out loud to you.

1. From the Main Menu, select **Settings** and press Ok.
2. Select **Accessibility** and press Ok.
3. Select **Read Out** and press Ok.
4. Select **On** or **Off** and press Ok.

STEP 4



Accessibility (continued)

Turning Real Time Text (RTT) On or Off:

Real Time Text lets you use text to communicate during a phone call.

1. From the Main Menu, select **Settings** and press Ok.
2. Select **Accessibility** and press Ok.
3. Select **RTT** and press Ok.
4. Select **On** or **Off** and press Ok.

NOTE *To use RTT, select a phone number from the Contacts list, select **Use RTT** and press Ok.*

Accessibility (continued)

Turning Hearing Aid Compatibility On or Off:

Turning on Hearing Aid Compatibility (HAC) makes the phone compatible with hearing aids during phone calls.

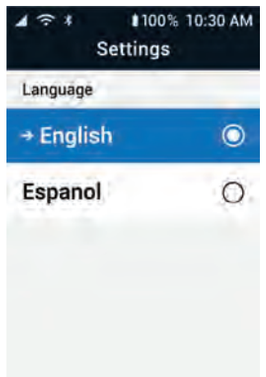
1. From the Main Menu, select **Settings** and press Ok.
2. Select **Accessibility** and press Ok.
3. Select **HAC** and press Ok.
4. Select **On** if you use hearing aids or **Off** if you do not and press Ok.

Accessibility (continued)

Changing the Phone's Language:

1. From the Main Menu, select **Settings** and press Ok.
2. Select **Accessibility** and press Ok.
3. Select **Language** and press Ok.
4. Select **English** or **Español** and press Ok.

STEP 4



Tips

Tips shows helpful information about how to navigate and use the phone.

1. From the Main Menu, select **Settings** and press Ok.
2. Select **Tips** and press Ok.
3. Select **On** or **Off** and press Ok.

Emergency Alerts

Emergency Alerts show active emergency alerts in your area. You can choose the kinds of alerts you receive on the phone.

Selecting the Types of Emergency Notifications:

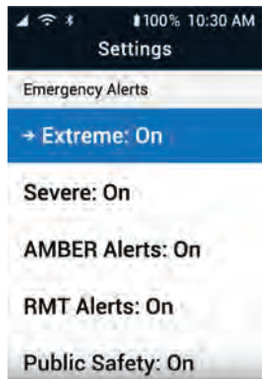
1. From the Main Menu, select **Settings** and press Ok.
2. Select **Emergency Alerts** and press Ok. A menu of emergency alert types is shown, including:
   - **Extreme**
   - **Severe**

Emergency Alerts • Selecting the Types of Emergency Notifications (continued):

- **AMBER Alerts**
- **RMT (Required Monthly Test) Alerts**
- **Public Safety**
- **State/Local Test**

3. Select an emergency alert and press Ok.
4. Select **On** if you want to receive that type of alert or **Off** and press Ok.

STEP 2



Emergency Alerts (continued)

Changing How Emergency Alerts are Received:

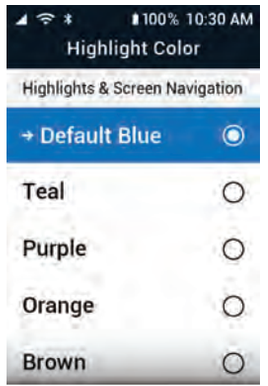
1. From the Main Menu, select **Settings** and press Ok.
2. Select **Emergency Alerts** and press Ok.
3. Toward the bottom of the screen, select **Vibrate Alert** or **Audio Alert** and press Ok.
4. Select **On** or **Off** and press Ok.

Color Options

You can customize the color the phone uses to highlight a menu item for screen navigation.

1. From the Main Menu, select **Settings** and press Ok.
2. Select **Highlight Color** and press Ok.
3. Select the color the phone should use when highlighting a menu item and press Ok.

STEP 3



Section 9: Additional Information

Topics

- Brain Games
- Getting Information About Your Phone
- Contacting Us

Brain Games

The phone has fun brain-training games to help improve your memory and navigation.

- **Eye for Detail** – Work out your memory for better recall later. Briefly view a series of 3-5 images on the screen and then match where identical images appeared.
- **Right Turn** – Exercise your spatial rotation skills to improve navigation. View two images side by side and decide if they are the same or if they are mirror images.
- **To-Do List Training** – Exercise your short-term memory. Review a set of instructions, and use your memory to follow them in order.

Getting Information About Your Phone

1. From the Main Menu, select **Device Info** and press Ok.
2. Select **Device Info** and press Ok. A menu of available device information is shown, including information about:
   - Phone Usage (Minutes and Texts Used)
   - Device Information
   - Device Storage
   - Battery
   - Signal
   - Legal Info
3. Select a category that you want more information about and press Ok.

Additional Support

At Lively, we provide you with easy-to-follow educational tools for the way you want to learn. Whether you want to learn the basics or are ready for advanced features, we're here to help every step of the way. Go to **lively.com/Support** to access additional educational tools to make you a Lively Flip expert.

There you'll find:

- Frequently Asked Questions
- How-to Videos
- How-to Cards
- And more!

Contacting Us

If you have any questions or comments, we're here to help:

- Send us an email at:
  customercare@lively.com
- Call us toll-free at:
  1.800.733.6632
- Write to us at:
  Lively Customer Service
  P.O. Box 4428
  Carlsbad, CA 92018

Legal

Customer Agreement

BY USING THE LIVELY FLIP AND LIVELY SERVICES, YOU ARE AGREEING TO BE BOUND BY THE CUSTOMER AGREEMENT. TO REVIEW THE MOST CURRENT VERSION OF THE CUSTOMER AGREEMENT, WHICH GOVERNS YOUR USE OF THE LIVELY FLIP AND LIVELY SERVICES, PLEASE VISIT **WWW.LIVELY.COM/LEGAL/CUSTOMER-AGREEMENT**.

Arbitration Agreement, Class Action Waiver, Jury Waiver, and Forum Selection Clause

BY USING THE LIVELY FLIP AND LIVELY SERVICES, YOU ARE AGREEING TO BE BOUND BY OUR ARBITRATION AGREEMENT, CLASS ACTION WAVIER, AND FORUM SELECTION CLAUSE IN THE CUSTOMER AGREEMENT. TO REVIEW THE MOST CURRENT VERSION OF THIS CLAUSE, PLEASE VISIT **WWW.LIVELY.COM/LEGAL/CUSTOMER-AGREEMENT**.

Limited Warranty

To View Our Standard Limited Warranty for Lively products, please visit **https://www.lively.com/legal/warranty**.

Health And Safety Statement

We recommend that you read this chapter carefully before using your phone. The manufacturer disclaims any liability for damage, which may result as a consequence of improper use or use contrary to the instructions contained herein.

TRAFFIC SAFETY:

Given that studies show that using a phone while driving a vehicle constitutes a real risk, even when the hands-free kit is used (car kit, headset...), drivers are requested to refrain from using their phone when the vehicle is not parked. Check the laws and regulations on the use of wireless phones and their accessories in the areas where you drive. Always obey them. The use of these devices may be prohibited or restricted in certain areas.

CONDITIONS OF USE:

You are advised to switch off the phone from time to time to optimize its performance.

Remember to abide by local authority rules of mobile phone use on aircrafts.

If your phone is a unibody device, where the back cover and battery are not removable, dissembling the phone will void your warranty. Disassembling the phone can cause bodily injury if the battery is punctured.

Always handle your phone with care and keep it in a clean and dust-free place.

Do not allow your phone to be exposed to adverse weather or environmental conditions, such as moisture, humidity, rain, infiltration of liquids, dust, sea air, etc. The manufacturer's recommended operating temperature range is -20°C (-4°F) to +60°C (140°F).

At over 55°C (131°F), the legibility of the phone's display may be impaired, though this is temporary and not serious.

Do not open, dismantle, or attempt to repair your phone yourself.

Do not drop, throw, or bend your phone.

Use only batteries, battery chargers, and accessories which are recommended by TCL Communication Ltd. and its affiliates and are compatible with your phone model. TCL Communication Ltd. and its affiliates disclaim any liability for damage caused by the use of other chargers or batteries.

Your phone should not be disposed of in a municipal waste.

Please check local regulations for disposal of electronic products.

Remember to make backup copies or keep a written record of all important information stored on your phone.

Some people may suffer epileptic seizures or blackouts when exposed to flashing lights, or when playing video games. These seizures or blackouts may occur even if a person never had a previous seizure or blackout. If you have experienced seizures or blackouts, or if you have a family history of such occurrences, please consult your doctor before playing video games on your phone or enabling a flashing-lights feature on your phone.

Parents should monitor their children's use of video games or other features that incorporate flashing lights on the phones. All persons should discontinue use and consult a doctor if any of the following symptoms occur: convulsion, eye or muscle twitching, loss of awareness, orientation, or movements.

PRIVACY:

Please note that you must respect the laws and regulations in force in your jurisdiction or other jurisdiction(s) where you will use your phone regarding taking photographs and recording sounds with your phone. Pursuant to such laws and regulations, it may be strictly forbidden to take photographs and/or to record the voices of other people or any of their personal attributes, and reproduce or distribute them, as this may be considered to be an invasion

of privacy. It is the user's sole responsibility to ensure that prior authorization has been obtained, if necessary, in order to record private or confidential conversations or take a photograph of another person; the manufacturer, the seller or vendor of your phone (including the carrier) disclaim any liability which may result from improper use of the phone.

BATTERY:

For non-unibody device, where the battery is removable:

- Do not attempt to open the battery due to the risk of toxic fumes and burns;
- Do not puncture, disassemble, or cause a short circuit in a battery;
- Do not burn or dispose of a used battery in the garbage or store it at temperatures above 60°C (140°F).
- Batteries must be disposed of in accordance with locally applicable environmental regulations.
- Only use the battery for the purpose for which it was designed. Never use damaged batteries or those not recommended by TCL Communication Ltd. and/or its affiliates.

For unibody device, where the battery is not removable:

- Do not attempt to eject, replace, or open battery;
- Do not puncture the back cover of your phone;
- Do not burn or dispose of your phone in the garbage or store it at temperatures above 60°C (140°F).

Phone and battery as a unibody device must be disposed of in accordance with locally applicable environmental regulations.

This symbol on your phone, the battery, and the accessories means that these products must be taken to collection points at the end of their life:

- Municipal waste disposal centers with specific bins for these items of equipment;
- Collection bins at points of sale.

They will then be recycled, preventing substances being disposed of in the environment, so that their components can be reused.

In European Union countries:

These collection points are accessible free of charge.

All products with this sign must be brought to these collection points.

In non-European Union jurisdictions:

Items of equipment with this symbol are not to be thrown into ordinary bins if your jurisdiction or your region has suitable recycling and collection facilities; instead they are to be taken to collection points for them to be recycled.

In the United States you may learn more about CTIA's Recycling Program at **http://www.gowirelessgogreen.org/**

CAUTION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

WARNING: This product contains chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

CHARGERS:

Home A.C./ Travel chargers will operate within the temperature range of: -10°C (14°F) to 50°C (122°F).

The chargers designed for your phone meet the standard for safety of information technology equipment and

office equipment use. Due to different applicable electrical specifications, a charger you purchased in one jurisdiction may not work in another jurisdiction. They should be used for this purpose only.

Characteristics of power supply (depending on the country):

Travel charger: Input: 100-240 V, 50/60 Hz, 200 mA
Output: 5V, 1A

Battery: Lithium 1780 mAh

Radio waves

THIS PHONE MEETS THE GOVERNMENT'S REQUIREMENTS FOR EXPOSURE TO RADIO WAVES.

Your phone is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio-frequency (RF) energy. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. These guidelines include a substantial safety margin designed to ensure the safety of all persons, regardless of age and health.

The exposure standard for phones employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by public authorities such as the Federal Communications Commission of the US Government (FCC), is 1.6 W/kg averaged over 1 gram of body tissue. Tests for SAR are conducted using standard operating positions with the phone transmitting at its highest certified power level in all tested frequency bands.

This device is complied with SAR for general population /uncontrolled exposure limits in ANSI/IEEE C95.1-1992 and had been tested in accordance with the measurement methods and procedures specified in IEEE1528.

The FCC has granted an Equipment Authorization for this model phone with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model phone is on file with the FCC and can be found under the Display Grant section of **www.fcc.gov/oet/ea/fccid** after searching for FCCID: 2ACCJN033 for 4053S.

Although the SAR is determined at the highest certified power level, the actual SAR level of the phone while operating can be well below the maximum value. This is because the phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output of the phone. Before a phone model is available for sale to the public, compliance with national regulations and standards must be shown.

The highest SAR value for 4053S when tested is .87W/Kg for use at the ear and 1.11W/Kg for use close to the body.

While there may be differences between the SAR levels of various phones and at various positions, they all meet the government requirement for RF exposure.

For body-worn operation, the phone meets FCC RF exposure guidelines provided that it is used with a non-metallic accessory with the handset at least 15 mm from the body. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

Additional information on SAR can be found on the Cellular Telecommunications & Internet Association (CTIA) Web site: **http://www.ctia.org/**

The World Health Organization (WHO) considers that present scientific information does not indicate the need for any special precautions for use of phones. If individuals are concerned, they might choose to limit their own or their children's RF exposure by limiting the length of calls, or using "hands-free" devices to keep phones away from the head and body. Additional WHO information about electromagnetic fields and public health are available on the

following website: **http://www.who.int/peh-emf.**

Note: This equipment has been tested and found to comply with the limits for a Class B digital device pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna;
- Increase the separation between the equipment and receiver;
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected;
- Consult the dealer or an experienced radio/ TV technician for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

For the receiver devices associated with the operation of a licensed radio service (e.g. FM broadcast), they bear the following statement:

Operation is subject to the following two conditions:

- This device may not cause harmful interference;
- This device must accept any interference received, including interference that may cause undesired operation.

Your phone is equipped with a built-in antenna. For optimal operation, you should avoid touching it or degrading it.

As mobile devices offer a range of functions, they can be used in positions other than against your ear. In such circumstances the device will be compliant with the guidelines when used with a headset or usb data cable.

If you are using another accessory ensure that whatever product is used is free of any metal and that it positions the phone at least 15 mm away from the body.

Please note by using the device some of your personal data may be shared with the main device. It is under your own responsibility to protect your own personal data, not to share with it with any unauthorized devices or third party devices connected to yours. For products with Wi-Fi features, only connect to trusted Wi-Fi networks. Also when using your product as a hotspot (where available), use network security. These precautions will help prevent unauthorized access to your device. Your product can store personal information in various locations including a SIM card, memory card, and built-in memory. Be sure to remove or clear all personal information before you recycle, return, or give away your product. Choose your apps and updates carefully, and install from trusted sources only. Some apps can impact your product's performance and/or have access to private information including account details, call data, location details and network resources.

Note that any data shared with TCL Communication Ltd. is stored in accordance with applicable data protection legislation. For these purposes TCL Communication Ltd. implements and maintains appropriate technical and organizational measures to protect all personal data, for example against unauthorized or unlawful processing and accidental loss or destruction of or damage to such personal data whereby the measures shall provide a level of security that is appropriate having regard to

- The technical possibilities available;
- The costs for implementing the measures;
- The risks involved with the processing of the personal data, and; - The sensitivity of the personal data processed.

You can access, review and edit your personal information at any time by logging into your user account, visiting your user profile or by contacting us directly. Should you require us to edit or delete your personal data, we may ask you to provide us with evidence of your identity before we can act on your request.

US Information Concerning the Federal Communications Commission ("FCC") Requirements for Hearing Aid Compatibility with Wireless Devices

When wireless devices are used near hearing devices (such as hearing aids and cochlear implants), users may detect a buzzing, humming, or whining noise. Some hearing devices are more immune than others to this interference, and wireless devices also vary in the amount of interference that they generate.

The wireless telephone industry has developed ratings to assist hearing device users in finding wireless devices that may be compatible with their hearing devices. Not all wireless devices have been rated. Wireless devices that are rated will have the rating displayed on the box together with other relevant approval markings.

The ratings are not guarantees. Results will vary depending on the user's hearing device and hearing loss. If your hearing device is vulnerable to interference, you may not be able to use a rated wireless device successfully. Consulting with your hearing health professional and testing the wireless device with your hearing device is the best way to evaluate it for your personal needs.

This smartphone has been tested and rated for use with hearing aids for some of the wireless technologies that the smartphone uses. However, other wireless technologies may be used in this smartphone that have not been tested for use with hearing aids. It is important to try the different features of your smartphone thoroughly and in different locations to determine if you hear any interfering noise when using this smartphone with your hearing aid or cochlear implant. Consult your wireless service provider about its return and exchange policies, and for information about hearing aid compatibility.

Hearing aid compatibility rating for this smartphone: M4/T4

How the ratings work

M-Ratings: Wireless devices rated M3 or M4 meet FCC requirements and are likely to generate less interference to hearing devices than wireless devices that are not labeled. M4 is the better or higher of the two ratings.

T-Ratings: Wireless devices rated T3 or T4 meet FCC requirements and are likely to be more usable with a hearing device's telecoil ("T Switch" or "Telephone Switch") than unrated wireless devices. T4 is the better or higher of the two ratings. (Note that not all hearing devices have telecoils in them.)

Hearing devices may also be measured for immunity to this type of interference. Your hearing device manufacturer or hearing health professional may help you find results for your hearing device. The more immune your hearing aid is, the less likely you are to experience interference noise from wireless devices.

For more information about the actions that the FCC has taken with regard to hearing aid compatibility with wireless devices and other steps that the FCC has taken to ensure that individuals with disabilities have access to telecommunications services, visit **www.fcc.gov/cgb/dro**.

FCC ID for 4053S: 2ACCJN033

This product meets applicable national SAR limits of 1.6 W/kg. The specific maximum SAR values can be found on **Radio waves** section.

When carrying the product or using it while worn on your body, either use an approved accessory such as a holster or otherwise maintain a distance of 15 mm from the body to ensure compliance with RF exposure requirements. Note that the product may be transmitting even if you are not making a phone call.

PROTECT YOUR HEARING

To prevent possible hearing damage, do not listen at high volume levels for long periods. Exercise caution when holding your phone near your ear while the loudspeaker is in use.

WARNING: This product can expose you to chemicals including lead, which is known to the State of California to cause cancer and birth defects or other reproductive harm. For more information go to **www.P65Warnings.ca.gov**.

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Urgent Response or 911 calls can be made only when cellular service is available. Urgent Response tracks an approx. location of device when device is turned on and connected to the network. Lively does not guarantee an exact location. Urgent Response is only available with the purchase of a Lively Health & Safety Package. Lively is not a healthcare provider. Urgent Care is provided by FONEMED® and is not a substitute for dialing 911. Lively is not liable for acts or omissions of any FONEMED employee or contractor. Urgent Care and Lively Link are only available with a Preferred or Ultimate Health & Safety Package. Amazon Alexa integration with Lively Flip requires Alexa registration and is subject to Alexa's Terms of Use. By enabling Alexa on the Lively Flip, you acknowledge that Lively is not responsible for Amazon Alexa's functionality or services. Amazon, Alexa and all related logos are trademarks of Amazon.com, Inc. or its affiliates. LIVELY is a trademark of Best Buy and its affiliated companies. ©2021 Best Buy. All rights reserved.

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